



V-CAN CONNECTOR

Voluntary Community Assistance Network

Indiana Eligibility Modernization Project

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Director's Update: Region 1 Implementation

by Zach Main, Director
Division of Family Resources

Eligibility modernization in Region 1 is right around the corner! FSSA and the IBM-led Coalition are looking forward to improving service to our public assistance clients, while reaching new levels of accuracy and efficiency.

As we look toward the October 22 implementation date, I want to emphasize that eligibility modernization is not a "one-size fits all" approach. Rather, eligibility modernization provides more choices, allowing applicants and clients to apply for and manage their benefits in the ways that best fit their needs. The current system limits client contact to an assigned caseworker, who is overburdened with paperwork and administrative responsibilities. I believe that adding more choices will help us better serve our most vulnerable Hoosiers.

With Region 1 implementation approaching, it's great to see that we have such a

strong V-CAN network of service providers and community organizations. The V-CAN network is over 800 members strong. I know we can work together during the next year to improve client experiences.

While FSSA and the IBM-led Coalition have taken many months to prepare for Region 1 implementation, we are making ambitious changes to an antiquated system that has gone unchanged for far too long. We will undoubtedly hit a few bumps along the road after the October 22 implementation date. However, we will resolve any issues that arise in Region 1 before implementing Regions 2, 3 and 4. We want to do it right, not fast.

I want to thank all V-CAN members who have reached out to us during the months leading up to Region 1 implementation. There were over 200 attendees at the Region 1 V-CAN Training sessions in July and August.

If you missed the training or are not located in Region 1 and would like to see a preview of the new system, I encourage you to look at the V-CAN Training presentation posted on the FSSA website. The presentation contains helpful information on the Internet Screening, Call Center functions and how applicants can still use a local DFR office to apply for assistance.

In addition to Region 1 Training, we had some great exchanges with V-CAN members at the Grant County Service Center Open House in late August. The open house provided an opportunity for V-CAN members to learn more about the Service Center functions and talk with FSSA and IBM-led Coalition representatives about the new system. More information about the open house is provided on page 3 of this newsletter.

continued on page 2

"We will resolve problems that arise in Region 1 before implementing Regions 2, 3 and 4. We want to do it right, not fast."

- Zach Main

Inside this Edition

Director's Update	1/2
V-CAN Profile	2
Regional Spotlight	3
Q&A Corner	3/4
Other FSSA Initiatives	4



Mark your calendar...FSSA Division of Family Resources (DFR) will hold a Quarterly Financial Review (QFR) in early November. The QFR is a standing meeting providing an overview of DFR activities including an update on Eligibility Modernization. More information on the date and time of the QFR will be e-mailed to you soon!

V-CAN Registration

(Statewide, as of 9/21/07)

Access Points: 201

Publicized: 99

Non-Publicized: 102

Referral: 218

Informational: 384

V-CAN Profile Fast Facts:

- *Indiana Health Centers, Inc. (IHC) is a not-for-profit organization of six health centers throughout Indiana.*
- *IHC locations serve as Hoosier Healthwise Enrollment Centers, treat illness and injury, provide services such as immunizations, family planning, lab tests, health education, preventative care and WIC programs.*
- *IHC provides services to roughly 65,000 patients each year.*

Director's Update, continued

It's been good to hear your feedback on eligibility modernization. I value your input and I encourage you to keep us informed throughout Region 1 implementation. We would like to know how your clients are using the new system. We will update you on the

implementation through the *V-CAN Connector*, Quarterly Financial Review (QFR) and other e-mail communication from the IBM-led Coalition. If you have questions or comments about Region 1 implementation, please contact us at vcn@us.ibm.com.

Thank you for your support and patience as we work toward Region 1 implementation and a better system for Indiana families!

V-CAN Profile: Indiana Health Centers, Inc.

This V-CAN Member Profile is the second in a series of profiles highlighting V-CAN Members throughout Indiana.

José Perez is the Chief Operating Officer of Indiana Health Centers, Inc. and Laura Medows is the Case Manager at Indiana Health Centers, Inc. – Marion.

Indiana Health Centers, Inc.

(IHC) is a not-for-profit organization of six health centers dedicated to serving the uninsured, underinsured and vulnerable populations in Health Professional Shortage and Medically Underserved areas throughout Indiana. IHC provides services to roughly 65,000 patients each year. IHC locations serve as Hoosier Healthwise Enrollment Centers, treat illness and injury, and provide services such as immunizations, family planning, lab tests, health education, preventative care and WIC programs. Services are available at IHC locations daily, in the evening and on Saturdays.

IHC is guided by the mission to engage exclusively in charitable and educational programs and activities by improving the health status of the community at large, with special emphasis on those who, because of their poverty, location in rural areas or for other reasons, have health needs which are not properly addressed.

All IHC locations are V-CAN members and have become publicized Access Points. Publicized Access Points provide either a computer or phone for clients to use in their office, and have agreed to be open to the public in addition to current clients.

IHC - Marion serves clients of all ages, ethnicities and income levels, including migrant farm workers and their families who rely on assistance such as Hoosier Healthwise. Migrant farm workers often work in the fields for 9 to 10 hours a day, leaving little time to visit an office to receive health care services or apply for benefits. To provide better services, IHC - Marion utilizes a two-room mobile exam van to accommodate workers in

larger camps where they reside.

Laura Meadows sees membership in the V-CAN as one more way to provide services to IHC clients as well as the community. "As an Access Point, I can serve more clients right in my office by using a phone or computer to apply for assistance. It will also be much easier for our clients to check the status of an application or benefit amount by using the toll-free number to contact the Call Center 24 hours a day," said Meadows.

José Perez sees V-CAN membership as a way for IHC to provide more choices to clients with a variety of needs. "Our client base is very diverse. By being an Access Point, we can provide our clients with more ways to apply for public assistance rather than the traditional method of referring them to a local office," said Perez. *For more information on Indiana Health Centers, Inc., contact José Perez at 317-576-1335 or Laura Medows at 765-664-7492.*

Regional Spotlight: V-CAN Training and Open House

In July and August, the IBM-led Coalition held V-CAN training sessions for Region 1 V-CAN Members. These training sessions included a presentation of the new system with information on how applicants and clients will use the Internet, Call Center or Local Office to apply for and manage public assistance benefits. Additionally, attendees had a chance to provide feedback on drafts of Client Support Materials available to all Access Points and Referral members. These materials are free of charge to V-CAN members and include the following:

- Internet Roll-Menu (to place next to a computer);
- Call Center Tip Card (to place next to a phone);
- Posters to hang in public spaces;
- Pens, Magnets, and Business Cards, with the toll-free number and website address; and
- Postcards with basic information about screening.

If you would like information on requesting Client Support Materials, please refer to page 4 of the *V-CAN Connector*.

On August 27, FSSA and the IBM-led Coalition held an open house at the Grant County Service Center in Marion, Indiana. Over 100 representatives of V-CAN and other community organizations from across the state attended the event! The open house provided attendees with a look inside the Call Center, Eligibility Processing, and Document Center functions within the Service Center. The Open House also featured a demonstration of the Internet Screening, Internet Application for Assistance and Call Center Automated System. Thanks to all who attended!



Open House: Service Center Entrance



Open House: V-CAN Information Booth

Q&A Corner



During Region 1 V-CAN Training, the IBM-led Coalition received questions regarding self-sufficiency and efforts to reach the 50% federal work participation rate. This Q&A provides more information on efforts to promote self-sufficiency.

Q. What is the primary goal of the IMPACT program?

A. The primary goal of the IMPACT program is to help TANF recipients obtain employment and reduce or eliminate their need for public assistance. While many clients on TANF can work, it's necessary for some clients to participate in other work related activities until they are able to obtain full-time employment.

Q. What strategy will the IBM-led Coalition use to increase self-sufficiency?

A. The strategy that will be used by the IBM-led Coalition focuses on several key elements:

- Hoosiers applying for TANF benefits will participate in

an "up-front", structured job search to give new clients a chance to connect to work right away. Clients unable to obtain jobs will immediately be assigned work activities that count toward the participation rate.

- Clients will have the opportunity to work 35 hours per week to maximize time in activities that lead to job attainment. This will allow work-like community work experience or community service activities to be enhanced by additional hours in training and education.
- The new TANF rules allow a broader range of activities to count toward work participation. In some

circumstances, substance abuse and treatment, mental health counseling and rehabilitation services may count toward work participation. The expansion of activities that count toward the work participation rate will also allow more individuals to participate.

Q. What is the role of Case Managers in the new system?

A. Case Managers have an array of work activities and a philosophy to guide the program's participants to greater levels of self-reliance. Case Managers will work with participants beyond the first assignment or the first job and focus on *continued on page 4*

Q&A Corner, continued

ways to improve financial literacy. They will also assist clients with self-sufficiency planning and provide information on housing, workshops, and other resources, such as the Earned Income Tax Credit (EITC), that are known to lift more families and children out of poverty.

Q. What types of work activities will count toward

the work participation rate?

A. The Core Activities, which clients must complete at least 20 hours per week include:

- Unsubsidized Employment
- Subsidized Private Employment
- Subsidized Public Employment
- On-the-Job Training
- Job Search/ Readiness Assistance

- Child Care (for clients participating in community service)

In addition to at least 20 hours of Core Activities per week, clients can also participate in Non-Core Activities such as:

- Job Skills Training
- Education
- Satisfactory Attendance at Secondary School.

The IBM-led Coalition believes that full engagement, combined with more hours per week in activities that lead to jobs, will improve outcomes for Hoosier families and increase the work participation rate in Indiana.

Other FSSA Initiatives:

Healthy Indiana Plan (HIP) Update

The Healthy Indiana Plan continues to stay on course to begin coverage in January 2008! On August 30th, the State awarded the bid for the administration of HIP to Anthem Insurance Companies and also announced it is considering awarding a second plan administrator, encouraging a partnership between Golden Rule and MDwise to fill the need.

As January approaches, the State continues to work on securing federal funding, building business support systems, marketing to potential clients, and providing training to local DFR offices, enrollment centers and V-CAN members.

As interest in HIP continues to grow, we want to share the three most frequently asked questions about HIP:

Who is eligible?

Hoosier adults between the ages of 18-64 living at or below 200% of the federal poverty level (FPL). In particular, parents of children enrolled in Hoosier Healthwise likely qualify for HIP. Additional eligibility requirements include no access to employer-sponsored health insurance and no insurance coverage for at least the previous six months.

What does HIP offer?

Covered services include physician services,

prescriptions, mental health services, diagnostic exams, home health services, inpatient and outpatient hospital services, hospice, preventive services, family planning, and case and disease management.

Where do applicants apply?

Applications will be available in November and can be obtained from the Internet, V-CAN member participants, Hoosier Healthwise Enrollment Centers, and local DFR offices. Completed applications will be accepted starting in December. They can be submitted to a local DFR office or mailed directly to



the Grant County Service Center. Starting in July 2008, applicants will also be able to apply over the Internet.

We will continue to keep you informed and provide you with HIP materials, such as brochures and paper applications. Look for information soon regarding HIP Enrollment training sessions which will occur throughout the state in October 2007.

For more information or to access all the FAQs on HIP, visit www.HIP.in.gov.

Attention! Access Points and Referral Members

Region 1 Access Points and Referral Members can order client support materials (free of charge):

- Internet Roll-Menu (AP only)
- Call Center Tips (AP only)
- Posters
- Postcards
- Pens
- Magnets
- Business Cards

Visit www.in.gov/fssa and click "Eligibility Modernization" to download the Materials Request Form. If you have more than one Access Point or Referral site, please complete a form for [each](#) location.

Access Points and Referral members in Regions 2, 3 & 4 will order materials closer to implementation in their region.



We will continue to update you on news regarding the V-CAN, the regional implementations and the progress of the Indiana Eligibility Modernization Project.

Look for the next issue of the V-CAN Connector in December.